



Department of Commerce

Guidelines

FOR

Crisis Residential & HOPE Centers

July 1, 2019 – June 30, 2021

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1 Grant Basics

1.1 Overview

- ✓ The Crisis Residential Center (CRC) and/or HOPE Center grant provides funding for emergency, temporary residence, assessment, referral, family reconciliation and permanency-planning services for youth age 12-17.

1.2 Authorizing Statute

- ✓ [RCW 43.330](#); [RCW 43.185C](#)

2 Grant Management

2.1 Changes to Guidelines

- ✓ Commerce may revise the Guidelines at any time. All grantees will be sent revised copies. Grantees are responsible for sending revisions to any subgrantees in a timely manner.

2.2 Commerce Monitoring

- ✓ Commerce will monitor grantees' grant activities. Grantees will be given a minimum of 30 days' notice unless there are special circumstances that require immediate attention. The notice will specify the monitoring components.

2.3 Grantee Performance

- ✓ Grantee performance will be evaluated using a three-pronged approach consisting of evaluating quarterly and annual HMIS data, reviewing grantee submitted Performance Progress Reports (PPR), and Participant Satisfaction surveys. (See [Appendix B](#), [C](#), and [D¹](#))
- ✓ Commerce will monitor grantees progress towards achieving performance outcomes that align with OHY's five priority areas, in accordance with the [US Interagency Council on Homelessness](#) and [RCW 43.330.700](#) including:
 - Safe and Stable Housing
 - Permanent Connections
 - Family Reconciliation
 - Education & Employment
 - Social and Emotional Well Being
- ✓ Performance Progress Reports (PPR's) shall be submitted semi-annually during the contract period as specified by Commerce.

2.4 Subgrantee Requirements

- ✓ The Grant General Terms & Conditions Section 32 identifies sub-contracting requirements. In addition, all subgrantee agreements must be time-limited and have defined roles and responsibilities for each party, detailed budgets and performance terms. Commerce reserves the right to directly contact subgrantees at any time for data quality, monitoring, fiscal and other issues.

¹ The Participant Satisfaction Survey will be implemented starting in FY 21; It will be available via hard copy and online Survey Monkey

- ✓ Grantees may enter into an agreement with any other local government, Council of Governments, Housing Authority, Community Action Agency, Behavioral Health Organization (under 71.24 RCW), nonprofit community or neighborhood-based organization, federally recognized Indian tribe in the state of Washington, or regional or statewide nonprofit housing assistance organizations, or private for-profit entity.
- ✓ Grantees must provide Commerce with copies of subgrant agreements (upon request) and notify Commerce if subgrants are terminated during the grant period.
- ✓ Grantees must notify Commerce of any changes in selection of subgrantees.

2.5 Subgrantee Risk Assessment and Monitoring

- ✓ Grantees are responsible for ensuring subgrantee compliance with all requirements identified in these guidelines. Grantees must conduct a risk assessment and develop a monitoring plan for each subgrantee within six months of contracting funds to a subgrantee. The risk assessment must inform the monitoring plan for each subgrantee. Monitoring plans must include monitoring dates, type of monitoring (remote, on-site), and the program requirements being reviewed.
- ✓ Grantee should maintain policies and procedures that guide risk assessment and monitoring activities.
- ✓ Commerce reserves the right to require grantees to undertake special reviews when an audit or other emerging issue demands prompt intervention and/or investigation.

3 Allowable Costs

3.1 Administration

- ✓ Allowable administrative costs are those costs that benefit the organization as a whole and cannot be attributed to a particular program. Administrative costs may include the same types of expenses listed in program operations (i.e. IT staff and office supplies).
- ✓ Administrative costs may include but are not limited to the following:
 - Executive director/accounting/human resources/IT salaries and benefits
 - General organization insurance
 - Organization wide audits
 - Board expenses
 - Organization-wide membership fees and dues
 - Washington State Quality Award (WSQA) expenses
 - General agency facilities costs (including those associated with executive position) such as rent, depreciation expenses, and operations and maintenance
- ✓ Administrative and facilities expenses must be supported by actual expenditures. If actual expenditures exceed the budget, they may be charged in equal monthly amounts. These costs must be charged to grant cost centers by one of the following methods:
 - Billed directly such as IT services that are billed by the hour
 - Shared costs that are allocated directly by means of a cost allocation plan
 - Costs related to executive personnel such that a direct relationship between the cost and the benefit cannot be established must be charged by use of an indirect cost rate which has been appropriately negotiated with an approved cognizant agency or by use of the 10% de minimus rate

3.2 Program Operations

3.2.1 Programmatic Expenses

- ✓ Salaries and benefits for staff when providing services described in [Section 5.6](#), developing program specific policies, collecting or entering HMIS data, and/or monitoring sub grantees
- ✓ Professional services for independent contractors (i.e. consultants/specialist) providing program specific, time limited technical assistance (i.e. evaluation, clinical consultation, translation services, IT services, etc.)

- ✓ Office equipment including computers, phones, etc. up to \$1500 per grant (unless approved in advance) and supplies including printing, postage, outreach materials, etc.
- ✓ Office space rent or leasing costs (cost allocate by sq. ft.)
- ✓ Office utilities including power, internet, phone, w/s/g, etc.
- ✓ Training registration, participation, or facilitator fees
- ✓ Travel expenses including per diem, airfare, lodging, gas, etc., gas used in agency or private vehicles for purposes of providing program services, and/or agency vehicle repairs (not covered by auto insurance) or maintenance necessary to ensure safe and legal operation of an agency vehicle.
- ✓ General liability, auto, or other insurance as required per contract
- ✓ Staff recruitment/job advertising specific to the program
- ✓ Support services as described in Section 3.2.2 below
- ✓ Other costs as approved in advance by Commerce

3.2.2 Support Services

- ✓ Support services are the provision of goods or services directly associated with a participant's service plan goals, helping a participant move towards independence and self-sufficiency, and/or address an emergent need
- ✓ Support services are for items including but not limited to:
 - Expenses associated with obtaining or maintaining employment including interview clothing, work uniforms/shoes, licensing or certification costs, state ID, haircuts, or other costs that contribute to employment
 - Expenses associated with enrolling and attending school (excluding tuition, tuition related fees) including GED tests, school ID's, school supplies (i.e. backpacks, pens, paper, etc.), activity fees, college application or placement test fees, etc. Grantees should consult with homeless liaisons when applicable prior to providing support services for education
 - Items necessary for health and/or safety to address an emergent need including but not limited to things such as food, water, clothing, hygiene, first aid, baby formula, diapers, medical prescriptions, winter gear, tents, sleeping bags, etc.
 - Daily transportation expenses (i.e. bus passes, taxi, gas vouchers, etc.) associated with the fulfillment of service plan goals, to address an emergent need, and/or long distance travel (i.e. airfare, Greyhound, etc.) that facilitates family reconciliation with a legal guardian or designated adult
 - Other items as approved in advance by Commerce
- ✓ Support services does not include program materials purchased for common use (i.e. food, hygiene supplies, etc.) if those items cannot be attributed to a specific program

participant or paid directly to a third party on behalf of that participant.

- ✓ Participants are eligible for support services up to \$1,500 per participant per fiscal year (excluding items necessary to address an emergent need), and must be documented in the participants file.

3.2.3 Ineligible Expenses

- ✓ Retailer or merchant gift cards, vouchers, or certificates that can be exchanged for cash or that allow the recipient to purchase alcohol or tobacco products.

3.3 Facility Support Expenses

3.3.1 Lease, Rent, or Mortgage Payment

- ✓ Lease, rent, or mortgage payment on buildings used to provide HOPE and/or CRC shelter

3.3.2 Building Rehabilitation

Building rehabilitation and capital improvements on HOPE/CRC facilities used to provide shelter including items done building-wide or affect a large portion of the property such as roof replacement, exterior/interior painting, or major repairs of building components

3.3.3 Depreciation Costs

- ✓ Deprecation on HOPE/CRC facilities including fixed assets and rehab

3.3.4 Facility Equipment and Supplies

- ✓ Common use equipment (microwave, computers, etc.) and supplies (food, hygiene, bedding, cots, towels, etc.)

3.3.5 Other Building Costs

- ✓ Utilities including power, internet, phone, w/s/g, etc. for common use areas not dedicated to office space (i.e. cost allocate by sq. ft.)
- ✓ Maintenance activities or supplies (i.e. janitorial, pest control, fire safety, etc.)
- ✓ Security equipment, services, or supplies (i.e. security staff, cameras, motion lights, etc.)
- ✓ On-site and off-site management costs related to the building
- ✓ Facility specific insurance (excluding mortgage insurance)
- ✓ Basic cable (no premium channels) and streaming services (i.e. Netflix, Amazon, etc.)
- ✓ Other expenses as approved by Commerce

3.3.6 Ineligible Expenses

- ☒ Replacement or operating reserves, other than facility depreciation costs
- ☒ Debt service

3.4 Startup Costs

- ✓ Allowable startup costs include expenses associated with implementation of a new licensed HOPE or CRC facility including:
 - Staff recruitment/hiring expenses
 - First/last month's rent on a facility
 - Staff training
 - Costs associated with securing licensing
 - Other expenses as approved by Commerce

4 Administrative

4.1 Fiscal Administration

4.1.1 Budget Caps

- ✓ Up to 15 percent of total reimbursed costs over the grant period may be used for administration. This limit must be reconciled before the end of the grant period.

4.1.2 Reimbursements

- ✓ Grantees must bill Commerce on a monthly basis for reimbursement of allowable costs. Invoices are due on the 20th of the month following the provision of services, except in July (June billing) when it is due on a date to be specified by Commerce. If the Grantee fails to file an invoice within a three-month period, without a reasonable explanation, Commerce will suspend payments, notify the Grantee, and take follow-up action that may include terminating the grant agreement. Exceptions to billing procedures can be negotiated with Commerce on a case-by-case basis.
- ✓ Invoices must be submitted online using the Commerce Contract Management System (CMS) through [Secure Access Washington \(SAW\)](#).
- ✓ All new users must request access to SAW by submitting a [CMS Access Request Form](#)

4.1.3 Reportable Expenses

- ✓ A Reportable Expense Template (click [here](#) for template and training video) must accompany invoices that include requests for eligible costs for good or services in amounts of at least \$1000 per subcontractor or sub-subcontractor, per payment or set of payments, over an invoicing period.
 - *A subcontractor is a vendor who has received payment by the contractor (i.e. grantee) for goods or services.*
 - *A set of payments are multiple payments made to the same subcontractor for goods or services over an invoicing period (ex. three separate payments of \$350 to Costco for food in one invoice, totally \$1050, which is a reportable expense).*
- ✓ The following type of costs are exempt from being a reportable expense:
 - Rent or lease costs
 - Utilities
 - Taxes, fees, and other governmental service charges
 - Employee compensation, including wages and benefits
 - Payments or reimbursements for individual client costs (i.e. support services),

including a client's rent, energy assistance, etc.

- Real estate/land acquisition
 - Any payments made by a subcontractor that is a retail or wholesale business
- ✓ If the grantee has no reportable expenses for the invoicing period they must indicate so on the invoice by selecting the "all expenses under \$1,000" box.

4.1.4 Back-up Documentation

- ✓ All submitted invoices must include the following documentation: Monthly Voucher Detail and any other report that Commerce may develop. Invoice vouchers may not be paid until the report(s) is received and verified.
- ✓ Commerce may require a grantee to submit additional source documentation for any charges. The grantee must maintain copies of all reimbursement requests, backup documentation, and records that disclose all costs charged to the Commerce grant
- ✓ Grantees must retain original invoices submitted by any subgrantees.

4.1.5 Budget Revisions

- ✓ Revisions must be documented on the Budget Revision Form and approved by Commerce. Caps on budget categories ([Section 4.1.1](#)) must be maintained with each revision.
- ✓ An amendment is required when revisions (in one or cumulative transfers) reach more than 10 percent of the grant total.

4.1.6 Fraud

- ✓ Grantees must inform Commerce if funds are spent on ineligible participants or expenses. Reasonable attempts must be made to prevent fraud and ensure allowable use of funds.

4.2 Homeless Management Information System (HMIS)

4.2.1 Data Entry Timeliness

- ✓ Grantees must enter universal and project specific data elements, as well as non-standard data elements as specified by Commerce [43.185C.295 (2)] within 10 calendar days following the month in which services were provided.

4.2.2 Monthly Service Reports

- ✓ Grantees will receive a monthly service report from their system Administrator to review for data quality. Grantees are expected to review this report and resolve any

data quality issues before the next reporting period.

- ✓ For data integration grantees, monthly service reports must be submitted by the 10th calendar day following the month in which services were provided. If the 10th day falls on a weekend or holiday, reports must be submitted the following business day. Email reports to ohyreports@commerce.wa.gov.

4.2.3 Performance Measure Reports

- ✓ HMIS system admins are responsible for submitting quarterly performance measure reports ([See Appendix B](#)) following each quarter as specified below.
 - Quarter 1 (July 1 through Sept 30), due by Oct 31st
 - Quarter 2 (Oct 1 through Dec 31), due by Jan 31st
 - Quarter 3 (Jan 1 through Mar 31), due by April 30th
 - Quarter 4 (Apr 1 through Jun 30) and State FY Roll-up, due by July 31st
- ✓ Performance measures may be reported using an OHY system measure report developed by Commerce, or equivalent detailed report, which includes all the required HMIS data elements. Email reports to ohyreports@commerce.wa.gov.

4.2.4 Data Quality

- ✓ Data quality is measured by the percent of valid data collected for each data element. “Data not collected” and “No exit interview completed” will count against data quality. “Client doesn’t know” and “client refused” does not count against data quality except for when it is used for exit destination or uniformly throughout a data element (except for anonymous data entered in accordance with Section 4.3 below).

4.3 Consent for Entry of Personally Identifying Information

4.3.1 Identified Records

- ✓ Personally identifying information (PII)² must not be entered into HMIS unless all adult household members, including unaccompanied youth aged 13 or older have provided informed consent (RCW 43.185C.180).
- ✓ Informed consent must be documented with a signed copy of the *Client Release of Information and Informed Consent Form* except when only telephonic consent has been received. If electronic consent has been received, a copy does not need to be printed for the client file but must be available in HMIS ([See Appendix A: Agency Partner HMIS Agreement](#)).

² PII includes name, social security number, birthdate, address, phone number, email, and photo.

- ✓ Nothing in these guidelines precludes a grantee from collecting PII within their respective agencies provided the information is not entered into HMIS.

4.3.2 Anonymous Records

- ✓ The following types of records must be entered anonymously:
 - Households in which one adult member does not provide informed consent for themselves or their dependents.
 - Households entering a domestic violence program or currently fleeing or in danger from a domestic violence, dating violence, sexual assault, human trafficking, or stalking situation.
 - Unaccompanied youth under 13 years old, entering programs independently (without a parent or guardian).
 - Households in programs, which are required by funders to report HIV/AIDS status.
- ✓ Information such as age, race, ethnicity, gender, disability status, educational level, etc. may be collected in HMIS if it cannot be used in combination with other information to identify household members with anonymous records.

4.3.3 Special Circumstances

- ✓ If the reporting of the HIV/AIDS status of participants is not specifically required, the HIV/AIDS status must not be entered in HMIS.

4.4 Records Maintenance and Destruction

- ✓ Records must be retained for a minimum of six years after the date of final grant payment (Grant General Terms and Conditions, Section 26 RECORDS MAINTENANCE). Records include but are not limited to fiscal and participant file documents related to program eligibility.
- ✓ Paper records derived from HMIS which contain personally identifying information must be destroyed within seven years after the last day the household received services.

4.5 Prohibitions

- ✓ Grantees may not require participants to participate in a religious service as a condition of receiving program assistance.
- ✓ Grantees may not require payment from residents for services provided.

4.6 Policy and Procedures

- ✓ Grantees must establish the following minimum policies and/or procedures as specified

throughout these guidelines to ensure effective implementation of the program:

- Subgrantee Risk Assessment and Monitoring ([Section 2.5](#))
- Records Maintenance and Destruction ([Section 4.4](#))
- Nondiscrimination ([Section 4.7](#))
- Rights and Responsibilities ([Section 4.8](#))
- Confidentiality of Written and Electronic Client Files ([Section 4.9](#))
- Participant Selection ([Section 4.10](#))
- Denial of Services ([Section 4.11](#))
- Termination of Services ([Section 4.12](#))
- Grievances ([Section 4.13](#))
- Incident Reporting and Documentation ([Section 4.14](#))
- Staff Code of Conduct ([Section 4.15.4](#))

- ✓ All local policies and/or procedures must be in writing, readily available to program participants, their legal guardians, or Commerce upon request.

4.7 Nondiscrimination

- ✓ Grantees must have policies and procedures, which comply with all federal, state, and local nondiscrimination laws, regulations and policies (Grant General Terms and Conditions Section 22).
- ✓ Grantees must comply with the Washington State Law Against Discrimination, [RCW 49.60](#), as it now reads or as it may be amended. RCW 49.60 currently prohibits discrimination or unfair practices because of race, creed, color, national origin, families with children, sex, marital status, sexual orientation, age, honorably discharged veteran or military status, or the presence of any sensory, mental, or physical disability or the use of a trained dog guide or service animal by a person with a disability.
- ✓ Grantees must comply with [WAC 162-32-060](#) Gender-segregated facilities, allowing individuals the use of gender-segregated facilities, such as restrooms, locker rooms, dressing rooms, and homeless or emergency shelters that are consistent with the individual's gender expression or identity.
- ✓ Grantees must comply with the Fair Housing Act, Section 504 of the Rehabilitation Act of 1973 (Section 504), and the Americans with Disabilities Act (ADA) with respect to providing reasonable accommodations for people with disabilities, including housing accommodations for those with service animals or emotional support animals. Grantees may refer to [HUD FHEO Notice: FHEO-2013-01](#) for additional guidance on HUD and ADA

rules and regulations as they pertain to OHY programs.

4.8 Participant Rights and Responsibilities

- ✓ Grantees must explain to participants at intake or when reasonably possible, their rights and responsibilities while receiving services. Rights and responsibilities should be in writing and readily available to participants either in program information or by posting in a public place.

4.9 Confidentiality

- ✓ Grantee must have policies and procedures in place that cover at a minimum the confidentiality of both written and electronic files and describe when and how participant's information can be shared. Grantees must adhere to applicable state and federal laws with regards to the sharing of personal information (See General Terms and Agreements Section 9).

4.10 Participant Selection

- ✓ Grantees must have written participant selection policies that are low barrier and accessible and follow nondiscrimination law.

4.11 Denial of Services

- ✓ Grantees may deny assistance to any individual, who does not meet the definition of an eligible youth or fall within the program's eligibility guidelines, or as otherwise permitted by a grantee's written participant selection policies. Denials must be provided in writing when requested.
- ✓ Established policies/procedures should describe:
 - Circumstances in which a participant may not qualify or would be denied;
 - Notification of denial; and
 - Participant's right to review a grantee's decision.

4.12 Termination of Services

- ✓ An eligible youth may participate in the program for any duration of time within the eligibility parameters.
- ✓ Causes for termination may include, but are not limited to, the participant's failure to comply with the terms of a safety plan and/or violation of program policies. In terminating assistance to a youth, the grantee must provide, and effectively

communicate, a formal process that recognizes the rights of youth receiving assistance. This process, at a minimum, must consist of:

- When requested by the participant or the participant's legal guardian following a decision to terminate services, provide written notice to the participant and/or legal guardian containing a clear statement of the reasons for termination;
- When requested by the participant or the participant's legal guardian following a decision to terminate services, conduct a review of the decision, in which the youth is given the opportunity to present written or oral objections before a person other than the person (or a subordinate of that person) who made or approved the termination decision;
- When requested by the participant or the participant's legal guardian steps the youth may take to regain services and/or date restrictions will be lifted;
- Referrals to alternate places where similar services can be received;
- Prompt written notice of the final decision.

4.13 Grievance

- ✓ Grievance policies and procedures, which include a participants right to review decisions and present concerns to program staff not involved in the grievance, must:
 - Clearly describe how participants can request a review or report concerns.
 - Be accessible to all participants seeking or receiving services.
 - Communicates process for submitting grievances that does not require participant to submit the grievance to staff or volunteers for whom the grievance is against.
 - Identify process for keeping written records of complaints and their resolution.

4.14 Incident Reporting and Documentation

- ✓ Grantees must have internal policies and procedures for reporting and documenting incidences that may occur during the provision of services, and must provide Commerce with such documentation upon request.

4.15 Personnel

4.15.1 Background Checks

- ✓ Grantees must ensure criminal history background checks have been completed for all employees, volunteers, and contractors who may have unsupervised access to children and vulnerable adults.
- ✓ Under the Child and Adult Abuse Information Act (RCW 43.43.8321 or RCW 43.43.830), conviction criminal history record information (CHRI) is available at no charge to non-profit organizations licensed in the state of Washington. Consult the [WSP website](#) for

more information.

4.15.2 Staff Qualifications

- ✓ The Administrator of a HOPE or CRC must meet the qualifications and requirements of an on-site program manager in accordance with licensing standards.
 - Preference must be given to persons cross-credentialed in mental health and chemical dependency [[RCW 43.185C](#)].
- ✓ The Placement and Liaison Specialist (PALS) must meet the qualifications and requirements of case management staff in accordance with licensing standards.
- ✓ The duties of the Administrator or PALS may be fulfilled by subordinates who meet minimum qualifications specified for each position, when the designated Administrator or PALS is not available.

4.15.3 Training

- ✓ Grantees must provide *required* trainings to staff at least *every three years* and document attendance in administrative files. Grantees should periodically check OHY website for announcements about upcoming trainings and/or follow up with grant manager to request information about available trainings.
- ✓ Required best practices trainings include the following:
 - Positive Youth Development
 - Harm Reduction
 - Trauma Informed Services
 - Mental Health First Aid
 - Motivational Interviewing
 - Cultural Responsiveness
- ✓ Cultural Responsiveness training must be specific to and centered around young people disproportionately impacted by homelessness by race, ethnicity, sexual orientation, and gender identity. Trainings must address the unique cultural and historical experiences and needs of each population, be affirming of all marginalized identities, and address experiences of youth with multiple intersecting identities and cultures.

- ✓ Recommended trainings may include but are not limited to crisis intervention, supporting victims of sexual and/or domestic violence, working with commercially sexually exploited youth, professional boundaries, case management, working with youth with child welfare and/or juvenile justice involvement, educational rights of homeless students, fair housing, etc.

Mandated Reporter Training (*Required*)

- ✓ All staff or volunteers must be trained in identifying cases of abuse and neglect and how to make mandated reports. Information on how to make mandated reports of child abuse and neglect is available on [DCYF website](#).

Confidentiality Training/Information (*Required*)

- ✓ All staff and volunteers must receive training and information regarding safeguarding participant confidentiality.

4.15.4 Staff Code of Conduct

- ✓ Grantees must have a policy or code of conduct outlining professional behavior for staff or volunteers. At a minimum, it should address respect for all program participants and coworkers, maintaining a nonjudgmental attitude, prohibitions on personal or dual relationships with program participants, and a commitment to fulfilling professional duties with integrity, objectivity, and equity.

5 Program Operations

5.1 Eligibility

5.1.1 HOPE Center

- ✓ A youth, age 12-17, who lives outdoors or in another unsafe location not intended for human habitation, or for whom without placement in a HOPE center will continue to participate in risk behavior [RCW 43.185C.320].

5.1.2 CRC

- ✓ A youth, age 12 to 17, who has run away from home, experiencing family conflict, and/or whose health and safety may be at risk.

5.2 Admission

5.2.1 Criteria for HOPE Center Admission

- ✓ Youth must voluntarily self-refer to a HOPE Center [RCW 43.185C.320], with the exception of youth for whom an out-of-home placement has been approved by DCYF or the court. Youth may be assisted in self-referring to a HOPE Center via friends and/or family, schools, shelter and/or outreach programs, law enforcement, tribes, social workers, other HOPE/CRC's, and other community based organizations.
- ✓ Grantee should not accept placement directly from law enforcement. Law enforcement may transport a youth who intends to self-refer for HOPE services.

5.2.2 Criteria for CRC Admission

- ✓ Youth may voluntarily self-refer to a CRC [RCW 43.185C.280 (1)(b)].
- ✓ A youth brought by law enforcement to a CRC center who is:
 - A runaway, absent from parental custody without consent
 - In circumstances which constitute a danger to the youth's safety
 - In violation of a local curfew ordinance
 - A runaway from a court ordered placement
 - In violation of a court order issued under RCW 43.185C or RCW 13.34 or because the court issued an order for law enforcement pick-up of the youth
 - Being unlawfully harbored in violation of RCW 13.32A.080

- ✓ Grantee must not accept placement from law enforcement that does not meet the circumstances listed above.
- ✓ A law enforcement officer, who brings a youth to a CRC facility, shall, within 24 hrs. of delivering the child to the center, provide the center a written report detailing the reasons the officer took the child into custody [RCW 43.185C.260 (3)].
- ✓ Department of Children, Youth, and Families (DCYF) or the court requests placement of a youth for whom an out-of-home placement has been approved.

5.2.3 State Dependent Youth

- ✓ Admission of dependent youth is allowed in a HOPE or CRC provided:
 - Placement has been approved by DCYF, a Washington State federally recognized tribe, or the court.
 - At least one bed remains available for a youth who self refers (regardless of funding source).
- ✓ Priority must be given to dependent youth in the following order:
 - Youth who meet the eligibility criteria of the program as specified in 3.1.
 - Youth close to aging out of foster care and/or could utilize a bed as an initial placement before accessing the Responsible Living Skills Program (RLSP), Independent Youth Housing Program (IYHP), Extended Foster Care (EFC), or other long term housing or service option for youth who have been in foster care
 - Emergency placements requested by DCYF.
- ✓ Grantees have final determination regarding the suitability of placements.

5.2.4 Indian Child Welfare

- ✓ HOPE and CRC providers may accept placements directly from Indian Tribes according to the same admission criteria as non-Indian youth. Services must be provided consistent with the federal Indian Child Welfare Act (ICWA) [25 U.S.C] and Washington State Indian Child Welfare Act [RCW 13.38].
- ✓ HOPE and CRC facilities must make a good faith effort to determine if a child admitted to the HOPE or CRC facility is an Indian child according to state and federal laws. This may be done in consultation with DCYF, local tribes, the child's parent or guardian, the person with whom the child resides, and any other person that reasonably can be

expected to have information regarding the child membership or eligibility for membership in an Indian tribe [RCW 13.38.050].

- ✓ If a child is identified to be a member of or eligible to be a member of an Indian tribe, HOPE and CRC's must work in consultation with the youth's parent or legal guardian and the Indian tribe regarding suitable placements options, using placement preferences as specified in RCW 13.38.180 to guide placement decisions.
- ✓ Services provided to Indian children while in the care of a HOPE or CRC facility must to all extents feasible be provided in such a way that honors the unique values of the child's tribal culture and provides opportunities for the child to maintain a political, cultural, social, and spiritual relationship with the child's tribe and tribal community [RCW 13.38.030].
- ✓ Information for contacting tribes and resources for following Indian Child Welfare statues can be found on the following DCYF web pages:
 - [Washington State Tribes: Tribal Contact and Coordination Guidelines](#)
 - [Indian Child Welfare](#)

5.3 Notification Requirements

- ✓ Grantees must obtain permission from a parent or legal guardian within 72 hours³ (24 hours preferred) to continue placement of a youth for which a CHINS petition or order for placement has not been filed or entered [RCW 43.185C.265 (4)].
 - If after 72 hours a parent or legal guardian cannot be reached, or does not consent to placement but refuses to take physical custody, DCYF must be contacted. If custody is not transferred to DCYF, the youth may continue to reside in the HOPE or CRC facility only if the grantee continues to make documented attempts to obtain permission from a parent or legal guardian
 - Subsequent contact with DCYF must be made every 72 hours in which consent has not been obtained from a parent or legal guardian and a CHINS petition or order for placement has not been filed or entered
- ✓ Unless DCYF files a dependency petition, DCYF shall file a child in need of services petition if the child cannot return home, and legal authorization is needed for out-of-home placement beyond seventy-two hours, or under other circumstances listed in RCW 13.32A.140.

³ Excluding Saturdays, Sundays, or holidays

- ✓ [DCYF must be contacted](#) for any youth who meets the definition of a dependent child under RCW 13.34.030.
- ✓ Parent or legal guardian must be notified immediately by the Administrator:
 - Upon admitting a youth who has been brought to the center by law enforcement [RCW 43.185C.280 (1)(a)]
 - Upon admitting a youth who has run away from home or has requested admittance to the center [RCW 43.185C.280 (1)(b)]
 - Upon learning from a person under RCW 13.32A.082 that the person is providing shelter to a child absent from home [RCW 43.185C.280 (1)(c)]
 - Upon learning that a child has been placed with a responsible adult pursuant to RCW 43.185C.265 [RCW 43.185C.280 (1)(d)]
- ✓ The Administrator must provide the parent or legal guardian information about:
 - The youth's whereabouts, physical and emotional condition, and the circumstances surrounding placement [RCW 43.185C.280 (3)(a)]
 - The importance placed on achieving a reconciliation between the parent and youth in order to reunify the family, and the procedures to be followed to achieve reconciliation [RCW 43.185C.280 (3)(b)]
 - Whether a referral to children's protective services has been made and, if so, the standard pursuant to RCW 26.44.020 that governs child abuse and neglect in Washington [RCW 43.185C.280 (3)(c)]
- ✓ If the officer or staff of a HOPE or CRC have reasonable cause to believe that the youth is absent from home because of abuse or neglect, a report must be made immediately to [Child Protective Services \(CPS\)](#) [RCW 43.185C.260 (4)].
- ✓ At least every 8 hours grantees must check the [Washington State Patrol's website](#) for information regarding children who are missing. If the youth is missing, the grantee must immediately notify law enforcement or DCYF if dependent.
- ✓ Parents and law enforcement must be notified if a youth takes unauthorized leave from the facility, and DCYF must be notified immediately if unauthorized leave is taken by a child who is in their care. [RCW 43.185C.285].

5.4 Length of Stay

- ✓ A youth's parent may remove the youth at any time unless the staff of the HOPE or CRC has reasonable cause to believe that the youth is absent from the home because of abuse or neglect or if allegations of abuse or neglect have been made against the parent

[RCW 43.185C.290 (4)].

- ✓ Commerce will monitor length of stay for compliance. Ongoing non-compliance may result in termination of the grant.

5.4.1 HOPE Center

- ✓ The maximum length of stay in a HOPE center is 30 consecutive days per admission. A stay longer than 30 days is allowable only if a long-term placement option is not available [RCW 43.185C.010 (13)].
- ✓ If the grantee determines a long-term option is unavailable, and after consideration of factors including appropriateness of continued placement, cultural, physical, behavioral, and safety needs, the HOPE center Administrator can extend a youth's stay in 15-day increments up to an additional 30 days.
- ✓ If a parent or legal guardian wants a youth returned home, the youth may remain at the HOPE center until the parent or legal guardian arranges the return but no longer [RCW 43.185C.010 (13)].

5.4.2 CRC

- ✓ The maximum length of stay in a CRC is 15 consecutive days per admission [RCW 43.185C.290 (1)].
- ✓ If a youth is transferred from a CRC to a SCRC, the aggregate number of consecutive days spent in both CRC's may not exceed 15 days per admission, and the portion spent in a detention SCRC may not exceed 5 days [RCW 43.185C.290 (1)].
- ✓ A youth returned to the CRC after taking unauthorized leave for a period of more than 24 hours may stay at the facility no longer than 15 consecutive days.

5.5 Transfers

- ✓ If a HOPE or CRC facility is unable to provide appropriate treatment, supervision, and structure, the child may be transferred to another Crisis Residential Center or Secure Crisis Residential Center [RCW 43.185C.310 (1)], where a youth parent's resides or where the youths lawfully prescribed residence is located [RCW 43.185C.290 (2)(c)].
- ✓ Youth may be transferred to a Secure Crisis Residential Center when the Administrator believes the youth is likely to leave and not return after full consideration of the need for continued assessment, protection, and treatment of the child and the likelihood a

child will remain at a semi-secure facility until the child's parents can take them home or petition for out of home placement has been filed [RCW 43.185C.290 (2)(a)(i)].

- ✓ In making the determination about whether or not to transfer a child to a Secure Crisis Residential Center (SCRC) the Administrator, after meeting with the child at the facility, shall consider the following information if known [RCW 43.185C.290 (2)(a)(ii)]:
 - The child's age and maturity
 - The child's condition upon arriving at the center
 - Circumstances that led the child to be taken to the center
 - Whether the child's behavior endangers the health, safety, and welfare of the child or any other persons
 - The child history of running away
 - The child willingness to cooperate in the assessment
- ✓ If a HOPE or CRC Administrator determines that a transfer to another facility is necessary, they must contact the Administrator of the other facility to request placement of the child. The Administrator at the receiving facility has final determination regarding suitability of placement, and may accept or decline the transfer based on assessments and information available at the time of the request.

5.6 Services Provided

- ✓ Grantees must provide an array of services and case management to meet the identified needs of eligible youth including but not limited to those listed in this section.

5.6.1 Outreach

- ✓ Grantees must conduct outreach directly or through collaboration with community based programs or organization to attract self-refer youth to HOPE and/or CRC services.
- ✓ Outreach may include but not be limited to distribution of program materials (i.e. brochures, flyers, etc.) in the community, presentations on program eligibility and services offered, tabling at public events, social media, networking online, etc.

5.6.2 Family Reconciliation

- ✓ Family Reconciliation [RCW 13.32A] or other permanency planning. Planning must begin on the first day of admission and be included in assessments.
- ✓ Notifying parents regarding the youth's whereabouts, physical and emotional condition, and circumstances surrounding placement.

- ✓ Informing parents of their rights and availability of services such as counseling, family reconciliation, or help filing CHINS or ARY petitions.
- ✓ Grantees must contact DCYF for family reconciliation services (FRS), where applicable and appropriate.

5.6.3 Safe and Stable Housing

- ✓ Provide temporary residential placement to eligible youth
- ✓ Permanency planning services, which may include assisting youth with filing CHINS or dependency petitions, or finding other suitable long-term placement options when family reconciliation is not safe or appropriate such as transitional housing⁴, host homes, extended foster care (EFC), etc. for which the youth may be eligible.

5.6.4 Social and Emotional Well Being

- ✓ Provide or arrange for a physical examination for any youth who has not seen a physician within one year prior [RCW 43.185C.315 (v)].
- ✓ Provide or arrange for mental or chemical dependency evaluations, if appropriate [RCW 43.185C.315 (v)].
- ✓ Connection to basic needs such as food, clothing, medical care, etc.
- ✓ Engagement in appropriate interventions such as treatment, counseling, support groups, legal resources, etc.

5.6.5 Education and Employment

- ✓ Arrange for an educational assessment to measure the youth's competency level in reading, writing, and basic mathematics, and that will measure learning disabilities or special needs [RCW 43.185C.315 (vi)]. Educational assessments may be arranged by submitting a written request to the school district where the child is currently enrolled, where upon school administrators will determine if and to what extent additional educational services are needed.
- ✓ Connection to McKinney Vento homeless liaisons to enroll out of school youth into K-12 schools and/or other appropriate educational settings.

⁴ Ex. Responsible Living Skills Program (RLSP), Independent Youth Housing Program (IYHP), Young Adult Housing Program (YAHP), Transitional Living Program (TLP),

- ✓ Coordinate with homeless liaisons and/or school Administrators to ensure youth have transportation to and from school.
- ✓ When appropriate assist youth in pre-employment skill building activities that will prepare them for future independence

5.6.6 Permanent Connections

- ✓ Provide pro-social, recreational, and culturally relevant activities that foster a sense of belonging, and connect youth their strengths, abilities, and interest.
- ✓ Provide workshops and educational opportunities that foster independence.

5.6.7 Aftercare

- ✓ HOPE/CRC's may provide up to 6 months of aftercare to youth who have recently exited the program.
- ✓ Aftercare is continuing to stay in touch with program youth after youth have moved into permanent housing and/or exited the program. Aftercare may include the ongoing provision of support services, case management, assessments, and/or referrals.
- ✓ Aftercare should be limited to support long-term independence and/or ability to foster and maintain permanent connections outside of the homeless response system.
- ✓ Aftercare planning should begin long before the youth exits the program, focused on helping youth identify what they will need to successfully transition out of program services and/or into independence.
- ✓ Aftercare services may include but not be limited to:
 - Ongoing case management (i.e. check in's, phone calls, etc.)
 - Financial assistance/support services
 - Referrals to other community programs, education, housing, employment, etc.
 - Youth and/or family needs assessments
 - Invitation to family engagement/program recognition events
 - Support for continuing to engage in behavioral health, counseling, or related services
 - Connections to civic, religious, recreational, and/or cultural engagement opportunities
 - Invitation/support in participating on youth advisory boards
 - Participation in workshops/education that foster development of independent living

- Communication regarding tenant roles/responsibilities, rent, and communication with landlord
 - Assistance acclimating to a new neighborhood (transportation, schools, hospitals, grocery stores, daycare, etc.)
 - Legal services/tenant rights education
 - Process for re-engaging in program services if needed because of a return to homelessness
- ✓ Aftercare services are provided as a continuation of program services post exit, any financial assistance provided as part of aftercare planning is subject to the \$1500 cap, per participant for support services.
 - ✓ To record Aftercare services, enter data in HMIS in accordance with the RHY HMIS data element R20 Aftercare plans. See the [RHY HMIS data manual](#) for further assistance.

5.7 Participant Records

- ✓ Each participant file must be well organized with a face sheet that outlines the major section headings and contents of each file.
- ✓ Any forms completed with a participant that are used for conducting intakes or assessments, obtaining consent, and/or service planning must include the name of the staff person completing the form with the participant, date, and participant signature.

5.8 Best Practices

5.8.1 Participant Centered Services

- ✓ Services are individualized and responsive to the needs of each youth
- ✓ Where applicable, services are voluntary and build on the strengths and resources of the youth, respecting their autonomy
- ✓ Grantees must periodically administer a participant satisfaction survey to program participants to collect feedback on program service and delivery

5.8.2 Positive Youth Development

- ✓ Grantees must demonstrate competency in Positive Youth Development theory and practice including but not limited to:
 - Understanding child and adolescent brain development
 - Fundamentals of fostering resiliency

- Emphasizing positive and supportive relationships
- Mentoring and rapport building
- Building on young people's strengths and abilities
- Connecting youth to leadership opportunities
- Partnering with young people to develop programming
- Cultivating internal and external protective factors
- Creating meaningful opportunities for engagement
- Meeting youth where they are at

5.8.3 Trauma Informed

- ✓ Grantees must demonstrate competency in trauma informed care including but not limited to:
 - Emphasizing physical, psychological, and emotional safety
 - Understanding the neurobiology of trauma
 - Understanding of acute versus complex trauma
 - Recognizing the symptoms of trauma and post-traumatic stress disorder (PTSD)
 - Responding to the impact of trauma
 - Understanding of power and control cycles
 - Rebuilding a sense of control or empowerment
 - Integrating knowledge of trauma into organizational policies, practices, and procedures
 - Resisting re-traumatization

5.8.4 Harm Reduction

- ✓ Grantees must demonstrate competency in harm reduction principles and practices including but not limited to:
 - Emphasizing health and quality of life
 - Knowledge of practical developmentally appropriate strategies for reducing negatives consequences associated with high risk behavior and/or drug use
 - Providing accurate and comprehensive re-productive health, STI/STD information and resources
 - Facilitating access to health screenings, medical care, and/or treatment
 - Meeting young people where they are at with regard to stages of change
 - Addressing motivations for high risk behavior along with the behavior itself
 - Fostering an environment where young people feel safe discussing their experiences without fear of judgment or reprisal
 - Being non-coercive in the provision of services
 - Resisting the stigmatization of youth engaged in high risk behavior and/or those

with mental health and/or substance use issues

- Not ignoring real and tragic harms associated with high risk behavior or drug use

5.8.5 Culturally Responsive

- ✓ Grantees must demonstrate a commitment to being culturally responsive by:
 - Be informed by and responsive to the cultural experiences, beliefs, values, and norms of all youth.
 - Affirm the identities of LGBTQ youth and youth of color
 - Provide opportunities for youth to maintain cultural, social, and spiritual relationships with their community.
 - Provide intentional opportunities for youth to discuss their experiences of racism, sexism, homophobia, transphobia, and other isms that contribute to oppression.
 - Ensure services and resources are equitable and linguistically accessible
 - Play an active role in examining and addressing organizational policies, practices, which may be negatively impacting youth of color and LGBTQ youth.
 - Support a youth's right to self-determination
 - Believe that youth are experts about their own lives.
 - Disaggregate data by race, ethnicity, sexual orientation, and gender identity to identify and address disproportionality in outcomes.
 - Employ a workforce that reflects and is responsive to communities served
 - Actively work to end all forms of oppression
- ✓ Implement and utilize [Protocols for Safe and Affirming Care](#) of LGBTQ youth as developed by the [Center for Children and Youth Justice \(CCYJ\)](#).

5.9 Staff Responsibilities

5.9.1 Administrator Duties

- ✓ Notify parents regarding youths whereabouts, physical and emotional condition, circumstances surrounding placement, and any referrals to CPS ([Section 5.3 above](#)).
- ✓ If family reconciliation and voluntary return of the youth does not occur within 48 hours from the time of admission, and if the Administrator does not think reconciliation will occur within 5 days of admission, then the Administrator will provide the youth and parent with a copy of their rights and available services, including: [RCW43.185C.290 (5)]
 - Availability of counseling services
 - Right to file a child in need of services petition for an out-of-home placement,

the right of a parent to file an at-risk youth petition, and the right of the parent and child to obtain assistance in filing the petition

- Right to request the facility Administrator or his or her designee to form a multidisciplinary team
- Right to request a review of any out-of-home placement
- Right to request a mental health or chemical dependency evaluation by a county-designated professional or a private treatment facility
- Right to request treatment in a program to address the child's at-risk behavior under RCW [13.32A.197](#).

✓ Arrange transportation for the youth to:

- The residence of the parent as soon as possible if the youth and parent agree to the youth's return home or when the parent produces a copy of a court order requiring the youth to reside in the parent's home [RCW 43.185C.280 (2)(d)]
- An out-of-home placement when agreed to by the youth and parent [RCW 43.185C.280 (2)(d)(ii)]
- To a certified or licensed mental health or chemical dependency program of the parent's choice [RCW 43.185C.280 (2)(d)(ii)]

✓ Transportation shall be provided by parents according to their ability to pay, with unmet transportation expenses assumed by the grantee [RCW 43.185C.280 (2)].

✓ Approve the coming and going of youth who must leave during the day to attend school or other necessary appointments. The Administrator may appoint a designee to accompany a youth [RCW 43.185C.315].

✓ The Administrator may delegate responsibilities to another program staff person who meets the minimum qualifications of an Administrator

5.9.2 HOPE Placement and Liaison Specialist (PALS) Duties

- ✓ Meet with a youth within eight hours (irrespective of business hours) of receiving HOPE center services [RCW 43.185C.315 (2)(d)].
- ✓ Conduct an assessment that includes determination of youth's legal status regarding residential placement [RCW 43.185C.315 (2)(a)].
- ✓ Work with the Administrator to facilitate the youth's return to their legally authorized residence (including DCYF in the case of a dependent youth) at the earliest possible date or initiate processes to arrange legally authorized appropriate

placement [RCW 43.185C.315 (2)(b)].

- ✓ Interface with other relevant resources and system representatives to secure long-term residential placement and other needed services for the youth [RCW 43.185C.315 (2) (c)].
- ✓ Facilitate a physical examination of any youth who has not seen a physician within one year prior to residence at a HOPE center and facilitate evaluation by a county-designated mental health professional, a chemical dependency specialist, or both if appropriate [RCW 43.185C.315 (2)(e)].
- ✓ Arrange an educational assessment to measure the youth's competency level in reading, writing, and basic mathematics. The assessment must measure learning disabilities or special needs [RCW 43.185C.315 (2)(f)].
- ✓ When appropriate, authorize readmission of youth who have run away from the HOPE center. The basis for readmission must be documented by specific factual findings [RCW 43.185C.315].
- ✓ The PALS may delegate responsibilities to another program staff person who meets the minimum qualifications of a PALS.

5.10 Multidisciplinary Team (MDT)

- ✓ The multidisciplinary team assists in the coordination and referral of available social and health –related services for the youth and family. The team meets or communicates as often as necessary to assist the family.

5.10.1 CRC Multidisciplinary Team

The Administrator of a CRC must:

- ✓ Convene a local multidisciplinary team (as described in WAC 388-145-1965 through 388-145-1980):
 - At the request of a youth [RCW 43.185C.250 1(a)]
 - At the request of a youth's parent [RCW 43.185C.250 1(a)]
 - Immediately, if the Administrator has reasonable cause to believe that a youth is a child in need of services and the parent is unavailable or unwilling to continue efforts to maintain the family structure [RCW 43.185C.250 1(b)]
- ✓ Notify the parent of the multidisciplinary team. A parent may disband a team 24

hours, excluding weekends and holidays, after receiving notice of the team's formation except when a petition has been filed under RCW 13.32A.140. When an at-risk youth or dependency petition is filed the team shall cease to exist unless the parent requests continuation of the team or unless the out-of-home placement was ordered under RCW 13.32A.179 (3) [RCW 43.185C.250 1(c)].

If the Administrator is unable to contact the youth's parent within 5 days, the Administrator must contact DCYF and request the case be reviewed for a dependency filing under RCW 13.34 [RCW 43.185C.255 (5)].

- ✓ Request participation of appropriate state agencies to assist in the coordination and delivery of services through the multidisciplinary teams [RCW 43.185C.250 (2)].
- ✓ A parent shall be advised of the request to form a multidisciplinary team and may select additional members of the multidisciplinary team. The parent or child may request any person or persons to participate including, but not limited to, educators, law enforcement personnel, court personnel, family therapists, licensed health care practitioners, social service providers, youth residential placement providers, other family members, church representatives, and members of their own community. The Administrator shall assist in obtaining the prompt participation of persons requested by the parent or child [RCW 43.185C.250 (4)].

5.10.2 HOPE Multidisciplinary Team

- ✓ The Administrator of HOPE Center shall convene a multidisciplinary team when it will help facilitate the achievement of family reconciliation and/or safe and stable housing for youth in their care. In consultation with the youth and their parents or legal guardians the Administrator of the HOPE Center shall determine who should participate on the MDT, when MDT meetings occur, and when to disband a team.
- ✓ HOPE Centers that utilize other interventions similar to MDT meetings may substitute these types of interventions in lieu of an MDT, as long as the interventions involve other members of the youth's family and/or support system and assist in the coordination of services towards achieving family reconciliation and/or safe and stable housing.
- ✓ MDT members may include but not be limited to educators, law enforcement personnel, court personnel, family therapists, licensed health care practitioners, social service providers, youth residential placement providers, other family members, church representatives, and members of their own community

5.10.3 MDT Coordinator

- ✓ At the first meeting, a member must be chosen to coordinate the team's efforts. The parent must agree with the choice of coordinator [RCW 43.185C.255 (3)].
- ✓ The coordinator may assist in filing a child in need of services petition when requested by the parent or child or an at-risk youth petition when requested by the parent [RCW 43.185C.255 (4)].

5.11 HOPE and CRC Facilities

5.11.1 Required Licensing

When licensing requirements differ from contract or other statutory requirements Grantees must meet the highest standard.

- ✓ The Department of Licensing Resources (DLR) at DCYF must license the HOPE or CRC facility.
- ✓ Licensing must be in good standing during the grant period.
- ✓ In the event of a DLR/CPS investigation and/or any no referral, (meaning provider cannot accept placements), the grantee must notify Commerce immediately.

5.11.2 Leaving a Facility

- ✓ The HOPE and CRC must be operated in a manner to reasonably assure youth will not run away [RCW 43.185C.010 (22)].
- ✓ A youth may be required to notify the Administrator or Administrator's designee of any intent to leave the center, the intended destination, and the probable time of return. If appropriate, the Administrator may require a youth be accompanied by the Administrator or designee when leaving the center [RCW 43.185C.010 (22)].

6 Appendices

6.1 Appendix A: HMIS Agency Partner Agreement

Agency Partner Agreement

Washington State HMIS

The Homeless Management Information System ("HMIS") is a client management system that maintains information regarding the characteristics and service needs of Clients for a variety of reasons, including the provision of more effective and streamlined services to Clients and the creation of information that communities can use to determine the use and effectiveness of services.

Ultimately, when used correctly and faithfully by all involved parties, the HMIS is designed to benefit multiple stakeholders, including provider agencies, persons who are homeless, funders and the community, through improved knowledge about people who are homeless, their services and service needs and a more effective and efficient service delivery system.

The Homeless Housing and Assistance Act of 2005 requires the Department of Commerce to collect HMIS data in the form of a data warehouse. Each homeless service provider will submit HMIS data to Commerce.

_____, ("Agency") has elected to participate in HMIS.

Agency and the Department of Commerce agree as follows:

1. General Understandings:

- a. In this Agreement, the following terms will have the following meanings:
 - (i) "Client" refers to a consumer of services;
 - (ii) "Partner Agency" refers generally to any Agency participating in HMIS.
 - (iii) "Agency staff" refers to both paid employees and volunteers.
 - (iv) "HMIS" refers to the HMIS system administered by Commerce.
 - (v) "Enter(ing)" or "entry" refers to the entry of any Client information into HMIS.
 - (vi) "Shar(e)(ing)," or "Information Shar(e)(ing)" refers to the sharing of information which has been entered in HMIS with another Partner Agency.
 - (vii) "The Balance of State Continuum of Care Steering Committee" or "Steering Committee" refers to a Commerce advisory body that serves in a consultative and counseling capacity to Commerce as the system administrator. The Steering Committee is comprised of representatives from the State, the Balance of State Continuum of Care regions and at-large members.

- (viii) “Identified Information” refers to Client data that can be used to identify a specific Client. Also referred to as “Confidential” data or information.
 - (ix) “De-identified Information” refers to data that has specific Client demographic information removed, allowing use of the data **without identifying** a specific Client. Also referred to as “non-identifying” information.
- b. Agency understands that when it enters information into HMIS, such information will be available to Commerce staff who may review the data to administer HMIS; to conduct analysis in partnership with the Research and Data Analysis (RDA) division at the Department of Social and Health Services (DSHS); and to prepare reports that may be submitted to others in de-identified form **without** individual identifying Client information.
 - c. Agency understands that Agency will have the ability to indicate whether information Agency entered into HMIS may be shared with and accessible to Partner Agencies in HMIS system. Agency is responsible for determining and designating in HMIS whether information may or may not be shared using the Interagency Data Sharing Agreement available through Commerce.

2. Confidentiality:

- a. Agency will not:
 - (i) enter information into HMIS which it is not authorized to enter; and
 - (ii) will not designate information for sharing which Agency is not authorized to share, under any relevant federal, state, or local confidentiality laws, regulations or other restrictions applicable to Client information. By entering information into HMIS or designating it for sharing, Agency represents that it has the authority to enter such information or designate it for sharing.
- b. Agency represents that: **(check applicable items)**
 - (i) it is; is not; a “covered entity” whose disclosures are restricted under HIPAA (45 CFR 160 and 164); More information about “covered entities” can be found here: <http://www.hhs.gov/ocr/privacy/hipaa/understanding/coveredentities/index.html>
 - (ii) it is; is not; a program whose disclosures are restricted under Federal Drug and Alcohol Confidentiality Regulations: 42 CFR Part 2;
 - (iii) If Agency is subject to HIPAA, (45 CFR 160 and 164) or 42 CFR Part 2, a fully executed Business Associate or Business Associate/Qualified Service Organization Agreement must be attached to this agreement before information may be entered. Sharing of information will not be permitted otherwise.
 - (iv) If Agency is subject to any laws or requirements which restrict Agency’s ability to either enter or authorize sharing of information, Agency will ensure that any entry it makes and all designations for sharing fully comply with all applicable laws or other restrictions.

- c. Agency shall comply with the Violence Against Women and Department of Justice Reauthorization Act of 2005 (VAWA) and Washington State RCW 43.185C.030. No Identified Information may be entered into HMIS for Clients in licensed domestic violence programs (Victim Service Providers) or for Clients fleeing domestic violence situations.
- d. Agency shall not enter confidential information regarding HIV/AIDS status, in accordance with RCW 70.02.220. If funding (i.e., HOPWA) requires HMIS use, those clients' data shall be entered without Identifying Information.
- e. To the extent that information entered by Agency into HMIS is or becomes subject to additional restrictions, Agency will immediately inform Commerce in writing of such restrictions.

3. Information Collection, Release and Sharing Consent:

- a. **Collection of Client Identified information:** An agency shall collect client identified information only when appropriate to the purposes for which the information is obtained or when required by law. An Agency must collect client information by lawful and fair means and, where appropriate, with the knowledge or consent of the individual.
- b. **Obtaining Client Consent:** In obtaining Client consent, each adult Client in the household must sign the ***HMIS Client Release of Information*** (or a Commerce-approved equivalent release document) to indicate consent to enter Client identified information into HMIS. If minors are present in the household, at least one adult in the household must consent minors by writing their names on the ***HMIS Client Release of Information***. If any adult member of a household does not provide written consent, identifying information may not be entered into HMIS for *anyone* in the household. Unaccompanied youth aged 13 or older may consent to have their personally identifying information entered in HMIS
 - (i) Do not enter personally identifying information into HMIS for clients who are in licensed domestic violence agencies (Victim Service Providers) or currently fleeing or in danger from a domestic violence, dating violence, sexual assault or stalking situation.
 - (ii) Do not enter HIV/AIDS status in HMIS. If funding (i.e., HOPWA) requires HMIS use, those clients' data shall be entered without personally identifying information.
 - (iii) Telephonic consent from the individual may temporarily substitute for written consent provided that written consent is obtained at the first time the individual is physically present at Agency.
 - (iv) A Client may withdraw or revoke consent for Client identified information collection by signing the ***HMIS Revocation of Consent***. If a Client revokes their consent, Agency is responsible for immediately contacting Commerce and making appropriate data modifications in HMIS to ensure that Client's personal identified information will not be shared with other Partner Agencies or visible to the Agency staff within the system.
 - (v) This information is being gathered for the collection and maintenance of a research database and data repository. The consent is in effect until the client revokes the consent in writing.

4. **No Conditioning of Services:** Agency will not condition any services upon or decline to provide any services to a Client based upon a Client's refusal to allow entry of identified information into HMIS.

5. **Re-release Prohibited:** Agency agrees not to release any Client identifying information received from HMIS to any other person or organization without written informed Client consent, or as required by law.

6. **Client Inspection/Correction:** Agency will allow a Client to inspect and obtain a copy of his/her own personal information except for information compiled in reasonable anticipation of, or for use in, a civil, criminal or administrative action or proceeding. Agency will also allow a Client to correct information that is inaccurate. Corrections may be made by way of a new entry that is in addition to but is not a replacement for an older entry.

7. **Security:** Agency will maintain security and confidentiality of HMIS information and is responsible for the actions of its users and for their training and supervision. Among the steps Agency will take to maintain security and confidentiality are:

- a. **Access:** Agency will permit access to HMIS or information obtained from it only to authorized Agency staff who need access to HMIS for legitimate business purposes (such as to provide services to the Client, to conduct evaluation or research, to administer the program, or to comply with regulatory requirements). Agency will limit the access of such staff to only those records that are immediately relevant to their work assignments.
- b. **User Policy:** Prior to permitting any user to access HMIS, Agency will require the user to sign a **User Policy, Responsibility Statement & Code of Ethics** ("User Policy"), which is found on the Commerce web page (www.commerce.wa.gov/hmiswa) and is incorporated into this agreement and may be amended from time to time by Commerce. Agency will comply with, and enforce the User Policy and will inform Commerce immediately in writing of any breaches of the User Policy
- c. **Computers:** Security for data maintained in HMIS depends on a secure computing environment. Computer security is adapted from relevant provisions of the Department of Housing and Urban Development's (HUD) "Homeless Management Information Systems (HMIS) Data and Technical Standards Notice" (Docket No. FR 4848-N-01; see <https://www.hudexchange.info/resource/1318/2004-hmis-data-and-technical-standards-final-notice/>). until the HMIS Proposed Rule is finalized and replaces the current Standards: <https://www.hudexchange.info/resource/1967/hearth-proposed-rule-for-hmisrequirements/>. Agencies are encouraged to directly consult that document for complete documentation of HUD's standards relating to HMIS.

Agency agrees to allow access to HMIS only from computers which are:

- owned by Agency or approved by Agency for the purpose of accessing and working with HMIS (no personal devices)
- Portable Electronic Devices (i.e., tablets, cell phones) may only be used for HMIS with prior written approval from Commerce
- protected from viruses by commercially available virus protection software
- protected with a software or hardware firewall

- maintained to insure that the computer operating system running the computer used for the HMIS is kept up to date in terms of security and other operating system patches, updates, and fixes
 - accessed through web browsers with 256-bit encryption (e.g., Internet Explorer, version 11.0). Some browsers have the capacity to remember passwords, so that the user does not need to type in the password when returning to password-protected sites. This default shall **not** be used with respect to Commerce' HMIS; the end-user is expected to physically enter the password each time he or she logs on to the system
 - staffed at all times when in public areas. When computers and electronic devices are not in use and staff is not present, steps should be taken to ensure that the computers, electronic devices and data are secure and not publicly accessible. These steps should minimally include: Logging off the data entry system, physically locking the computer or electronic device in a secure area, or shutting down the computer entirely
- d. **Passwords:** Agency will permit access to HMIS only with use of a User ID and password, which the user may not share with others. Written information pertaining to user access (e.g. username and password) shall not be stored or displayed in any publicly accessible location.
- Passwords shall be at least eight characters long and meet industry standard complexity requirements, including, but not limited to, the use of at least one of each of the following kinds of characters in the passwords: Upper and lower-case letters, and numbers and symbols. Passwords shall not be, or include, the username, or the HMIS name. In addition, passwords should not consist entirely of any word found in the common dictionary or any of the above spelled backwards. The use of default passwords on initial entry into the HMIS application is allowed so long as the default password is changed on first use. Passwords and user names shall be consistent with guidelines issued from time to time by HUD and/or Commerce.
- e. **Training/Assistance:** Agency will permit access to HMIS only after the authorized user receives appropriate confidentiality training including that provided by Commerce. Agency will also conduct ongoing basic confidentiality training for all persons with access to HMIS and will train all persons who may receive information produced from HMIS on the confidentiality of such information. Agency will participate in such training as is provided from time to time by Commerce. Commerce will be reasonably available during Commerce defined weekday business hours for technical assistance (i.e. troubleshooting and report generation).
- f. **Records:** Agency and Commerce will maintain records of any disclosures of Client identifying information either of them makes of HMIS information for a period of **seven** years after such disclosure. On written request of a Client, Agency and Commerce will provide an accounting of all such disclosures within the prior **seven**-year period. Commerce will have access to an audit trail from HMIS so as to produce an accounting of disclosures made from one Agency to another by way of sharing of information from HMIS.

- g. **Retention of paper copies of personally identifying information:** Agencies must develop and adopt policies governing the retention of paper records containing personally identifying information derived from a Homeless Management Information system. The policy must define how long paper records are retained after they are no longer being actively utilized, and the process that will be used to destroy the records to prevent the release of personally identifying information. The policy must require the destruction of the paper records derived from an HMIS no longer than seven years after the last day the person was served by the organization.

8. Information Entry Standards:

- a. Information entered into HMIS by Agency will be truthful, accurate and complete to the best of Agency's knowledge.
- b. Agency will **not** solicit from Clients or enter information about Clients into the HMIS database unless the information is required for a legitimate business purpose such as to provide services to the Client, to conduct evaluation or research, to administer the program, or to comply with regulatory requirements.
- c. Agency will only enter information into HMIS database with respect to individuals that it serves or intends to serve, including through referral.
- d. Agency will enter all data for a particular month into HMIS database by the 5th business day of the following month. Additionally, Agency will make every attempt enter all data for a particular week by the end of that week.
- e. Agency will not alter or over-write information entered by another Agency.

9. Use of HMIS:

- a. Agency will not access identifying information for any individual for whom services are neither sought nor provided by the Agency. Agency may access identifying information of the Clients it serves and may request via writing access to statistical, non-identifying information on both the Clients it serves and Clients served by other HMIS participating agencies.
- b. Agency may report non-identifying information to other entities for funding or planning purposes. Such non-identifying information shall not directly identify individual Clients.
- c. Agency and Commerce will report only non-identifying information in response to requests for information from HMIS unless otherwise required by law.
- d. Agency will use HMIS database for legitimate business purposes only.
- e. Agency will not use HMIS in violation of any federal or state law, including, but not limited to, copyright, trademark and trade secret laws, and laws prohibiting the transmission of material, which is threatening, harassing, or obscene.
- f. Agency will not use the HMIS database to defraud federal, state or local governments, individuals or entities, or conduct any illegal activity.

10. Proprietary Rights of the HMIS:

- a. Agency shall not give or share assigned passwords and access codes for HMIS with any other Agency, business, or individual. Each user shall request their own login and password.
- b. Agency shall take due diligence not to cause in any manner, or way, corruption of the HMIS database, and Agency agrees to be responsible for any damage it may cause.

11. Steering Committee: Commerce will consult with the Steering Committee from time to time regarding issues such as revision to the form of this Agreement. Written Agency complaints that are not resolved may be forwarded to the Steering Committee, which will try to reach a voluntary resolution of the complaint.

12. Limitation of Liability and Indemnification: No party to this Agreement shall assume any additional liability of any kind due to its execution of this agreement of participation in the HMIS. It is the intent of the parties that each party shall remain liable, to the extent provided by law, regarding its own acts and omissions; but that no party shall assume additional liability on its own behalf or liability for the acts of any other person or entity except for the acts and omissions of their own employees, volunteers, agents or contractors through participation in HMIS. The parties specifically agree that this agreement is for the benefit of the parties only and this agreement creates no rights in any third party.

13. Limitation of Liability. Commerce shall not be held liable to any member Agency for any cessation, delay or interruption of services, nor for any malfunction of hardware, software or equipment.

14. Disclaimer of Warranties. Commerce makes no warranties, express or implied, including the warranties of merchantability and fitness for a particular purpose, to any Agency or any other person or entity as to the services of the HMIS to any other matter.

15. Additional Terms and Conditions:

- a. Agency will abide by such guidelines as are promulgated by HUD and/or Commerce from time to time regarding administration of the HMIS.
- b. Agency and Commerce intend to abide by applicable law. Should any term of this agreement be inconsistent with applicable law, or should additional terms be required by applicable law, Agency and Commerce agree to modify the terms of this agreement so as to comply with applicable law.
- c. Neither Commerce nor Agency will transfer or assign any rights or obligations regarding HMIS without the written consent of either party.
- d. Agency agrees to indemnify and hold Commerce and its agents and staffs harmless from all claims, damages, costs, and expenses, including legal fees and disbursements paid or incurred, arising from any breach of this Agreement or any of Agency's obligations under this Agreement.
- e. This Agreement will be in force until terminated by either party. Either party may terminate this agreement at will with 20 days written notice. Either party may terminate this agreement immediately upon a material breach of this Agreement by the other party, including but not limited to the breach of the Commerce Security Policy by Agency.
- f. If this Agreement is terminated, Agency will no longer have access to HMIS. Commerce and the remaining Partner Agencies will maintain their right to use all of the Client information previously entered by Agency except to the extent a restriction is imposed by Client or law.

- g. Copies of Agency data will be provided to the Agency upon written request of termination of this agreement. Data will be provided on CDs or other mutually agreed upon media. Unless otherwise specified in writing, copies of data will be delivered to Agency within fourteen (14) calendar days of receipt of written requests for data copies.

Signed,

_____ Executive Director Signature	_____ Print Executive Director Name	_____ Date	
_____ Agency Name			
_____ Street Address	_____ City	_____ State	_____ Zip Code
_____ Mailing Address <i>(Leave Blank If Same As Above)</i>	_____ City	_____ State	_____ Zip Code
_____ Diane Klontz, Assistant Director			_____ Date
Community Services and Housing Division			

6.2 Appendix B: Performance Measures

The measures below have been updated since we first included draft performance measures in January 2018. The updates are a reflection of feedback provided by grantees, consultants, HMIS system administrators, national best practices, and youth advocates.

- There are two new DRAFT measures under consideration including:
 - 1) To what extent a destination is perceived as safe by youth (Safe and Stable Housing),
 - 2) Positive adult or community connections (Permanent Connections)
- Introduction of a DRAFT Performance Progress Report (PPR) to supplement performance data (See [Appendix C](#)) with narrative, which contextualizes data, and allows grantees to discuss challenges, barriers, successes, recommendations, etc. PPR's will be requested quarterly or semi-annually as to be determined starting with new contract in July of 2019.

OHY is currently finalizing data dashboards that can be used with grantees to evaluate performance, upon which time OHY will begin the process of identifying performance benchmarks (Phase 2) and addressing data quality issues with grantees. The final set of performance measures will be included with new contract in July of 2019.

SAFE AND STABLE HOUSING

Outcomes	Indicator	Time of Measurement	HMIS Data Elements	Programs	Definition and Notes
Safe and Stable Housing	Increase in % of youth who exit to safe and stable housing	Project Exit	3.12 Destination	All	See OHY_HUD Outcome Matrix for description of temporary and permanent destinations that are considered stable by project type
			<i>(Under Consideration)</i> R19 Safe and Appropriate Exit		<i>(Under Consideration)</i> Destinations are considered safe as determined by the youth
Returns to Homelessness	Increase in % of youth who maintain safe and stable housing	6 and 12 Months Post-Project Exit	3.11 Project Start Date; 3.10 Project Exit Date	HOPE, CRC YAHP, IYHP	Percent who enroll or reappear in an outreach, shelter, or service only type project after exiting to a PH destination.
Length of Stay	Reduction in the median number of days to exit to safe and stable housing	Project Exit	3.10 Project Start Date; 3.11 Project Exit Date; 4.14 Bed Night(YAS)	SYS, YAS	For night-by-night shelter, number of days in project is measured by non-continuous bed nights during the project enrollment

<i>FAMILY RECONCILIATION</i>					
Outcomes	Indicator	Time of Measurement	HMIS Data Elements	Programs	Notes
Family Reconciliation	Increase in % of youth who exit to permanently living with family	Project Exit	3.12 Destination	HOPE, CRC, SCRC, SYS	

EDUCATION & EMPLOYMENT

Outcomes	Indicator	Time of Measurement	HMIS Data Elements	Programs	Notes
Education	Increase in % of youth who are currently enrolled in school or have graduated from HS, or obtained GED	Project Entry & Exit	R5 School Status	HOPE, CRC, SYS, YAHP, IYHP	Includes youth who maintain attendance or obtain a HS diploma or GED during enrollment Excludes youth who already graduated HS or obtained a GED at project enrollment
Employment	Increase in % of youth who are currently working	Project Entry & Exit	R6 Employment Status	YAHP, IYHP	Includes youth working at project entry who maintain employment during enrollment Excludes youth unable to work due to a disability.
Income	Increase in % of youth with increased income	Project Entry & Exit	4.2 Income and Sources		Includes cash benefits

SOCIAL & EMOTIONAL WELL BEING

Outcomes	Indicator	Time of Measurement	HMIS Data Elements	Programs	Notes
Healthcare	Increase in % of youth who obtain healthcare coverage	Project Entry & Exit	4.4 Health Insurance	HOPE, CRC, SYS, YAHP, IYHP	Excludes youth who said yes to already having healthcare coverage at project enrollment
Mental Health	Increase in % of youth with a mental health issue who receive counseling ⁵	Project Entry; During Project Enrollment	4.9 Mental Health Problem; R18 Counseling	HOPE, CRC, YAHP, IYHP	Includes youth who identified a mental health issue at project enrollment who received counselling services
Substance Abuse Treatment & Education	Increase in % of youth with a substance abuse issue who receive a service connection to substance abuse treatment or education/prevention services	Project Entry: During Project Enrollment	4.10 Substance Abuse: R14 RHY Service Connections		Includes youth who identified a substance abuse issue at project entry who receive a service connection during project enrollment

⁵ Counseling includes the provision of guidance, support, and/or referrals for counseling services

PERMANENT CONNECTIONS					
Outcomes	Indicator	Time of Measurement	HMIS Data Elements	Programs	Notes
Engagement	Increase in % of youth who engage in case management	During Project Enrollment	4.13 Date of Engagement	SYS	Engagement occurs when an interactive client relationship results in a deliberate assessment or beginning of a case plan.
Length of Time To Engage Youth	Reduction in median number of days to engage youth	During Project Enrollment	3.10 Project Start Date; 4.13 Date of Engagement		
<i>(Under Consideration)</i> Positive Adult or Community Connections	Increase in % of youth who have a permanent positive adult or community connection outside of the project	Project Exit	R19 Safe and Appropriate Exit	SYS,HOP,CRC YAHP, IYHP	

ALL MEASURES					
Outcomes	Indicator	Time of Measurement	HMIS Data Elements	Programs	Notes
Independent Living Skills (ILS)	Increase in % of youth with an increase in independent living skills (ILS)	Project Entry& Exit	Custom	YAHP, IYHP	Measured by increase in ILS using a custom assessment question in HMIS.
Youth Centered Programming	TBD	TBD	Not an HMIS data element	All	Measured by responses to questions on a client satisfaction survey (link to survey to be provided with FY 20 contracts)

DATA QUALITY MEASURES					
Outcomes	Indicator	Time of Measurement	HMIS Data Elements	Programs	Notes
Reduce Unknown Exits	Reduction in % of youth who exit project to an unknown destination	Project Exit	3.12 Destination	YAS, HOPE, CRC	Unknown destinations includes no exit interview completed, client doesn't know, client refused, data not collected, other, or null responses

6.3 Appendix C: Performance Progress Report

Office of Homeless Youth Performance Progress Report (PPR)

1. Grantee:	2. Contract Number:
3. Contract Manager:	4. Contract Period:
5. Report Frequency: <input type="checkbox"/> <i>Quarterly</i> <input type="checkbox"/> <i>End of Contract</i> <input type="checkbox"/> <i>Semi-Annual</i> <input type="checkbox"/> <i>Other:</i> <input type="checkbox"/> <i>Annual</i> <input type="checkbox"/> <i>(describe)</i>	6. Report Number (i.e. __ out of __): 7. Final Report <input type="checkbox"/> Yes <input type="checkbox"/> No
8. Project Narrative (<i>please limit responses to 500 words each, attach separate PDF</i>) <ul style="list-style-type: none"> a) Please describe the major activities and accomplishments of this project, program, etc. b) Please quantify the total number of individuals who engaged in the project, program, etc. over the reporting period (i.e. # clients served, training or event attendees, etc.). c) Please describe any challenges or barriers you experienced during the duration of this project, programs, etc. including any service gaps or capacity issues identified. d) Please describe steps taken to address challenges, barriers, gaps, or capacity issues. e) Please describe any significant findings or themes that stood out during the implementation of this project, programs, etc. or recommendations for future work. f) Please share 1-2 success stories⁶ or highlights that illustrate the impact of this project, program, resources, etc. on the lives of individual youth, families, stakeholders, or the community. g) <i>If this is not the final PPR of the contract</i>, please describe any upcoming plans or major activities for this project, program, etc. in the next reporting period. 	
9. Grantee Authorized Representative Printed Name and Title:	10. Telephone:
	11. Email:
12. Grantee Authorized Representative Signature:	13. Date:
14. Contract Manager Signature:	15. Date:

⁶ When sharing stories of individual clients, please obtain prior written consent before using personally identifiable information (PII).

6.4 Appendix D: DRAFT Participant Satisfaction Survey



Department of Commerce

Dear Participant,

The following survey will provide us with feedback on your experience accessing services for youth and young adults.

The Office of Homeless Youth provides funding for outreach, shelter, and housing programs for youth and young adults experiencing homelessness in Washington State.

Your feedback will help to ensure services are youth centered, respectful, caring, and supportive.

Responses are anonymous. You may skip any portion or stop any time. Comments will only be shared if they cannot identify you.

If you need a copy of this survey made available to you in another language, please ask program staff.

We appreciate you taking the time to fill this out. Please contact us if you have any questions or concerns.

Sincerely,

Office of Homeless Youth

Washington State Department of Commerce

360-725-5056

youthhomeless@commerce.wa.gov

Today's Date ____/____/____ Agency _____ Program _____

Where did you learn about the services offered by this program (<i>check all that apply</i>)			
<input type="checkbox"/>	Street Outreach Worker	<input type="checkbox"/>	Police/probation officer
<input type="checkbox"/>	Emergency Shelter	<input type="checkbox"/>	Jail/detention/prison staff
<input type="checkbox"/>	Coordinated Entry	<input type="checkbox"/>	Judge/court administrator
<input type="checkbox"/>	Friends/acquaintances	<input type="checkbox"/>	Flyer/poster/brochure
<input type="checkbox"/>	Parent/family member	<input type="checkbox"/>	Google/internet search
<input type="checkbox"/>	Social worker	<input type="checkbox"/>	Facebook/social media
<input type="checkbox"/>	School counselor/administrator	<input type="checkbox"/>	Agency website
<input type="checkbox"/>	School homeless liaison	<input type="checkbox"/>	Medical/treatment facility
Other, please describe:			

Which services did you want or need when you came into this program? Which ones did you receive? Please share your satisfaction with each service you received.						
	Needed	Received		Satisfied	Not Satisfied	Other, please describe:
Food/Clothing/Hygiene						
Transportation						
Family Reconciliation						
Shelter/Housing						
Educational Support						
Employment Support						
Counseling/Treatment						
Healthcare						
Independent Living Skills						
Recreation/Fun Activities						

How much do you agree with the following statements about the program you are in today?	5 Agree Strongly	4 Agree	3 Neutral	2 Disagree	1 Disagree Strongly	Does Not Apply
Safety and Accessibility						
1. I feel safe while accessing services and participating in this program.						
2. Staff explained and helped me understand my rights as a program participant.						
3. Staff helped me understand the rules of the program, why they have them, and consequences of breaking rules.						
4. Youth who not speak English can receive services in a language they speak or are comfortable with.						
5. Staff and volunteers treat me with respect (i.e. respecting my boundaries, not making insulting or humiliating remarks, not raising voice, etc.).						
6. I feel okay letting staff know if I have a problem or feel unsafe around others						
7. Staff and volunteers consistently use the name and pronouns I use (ex. she/her, they/them, he/him, etc.), and respect the name and pronouns of others.						
8. The purpose behind intake questions were explained to me, and asked in a confidential place.						
9. I <u>can</u> refuse to answer any intake or assessment questions I feel uncomfortable answering.						
10. Staff and volunteers take steps to protect my confidentiality and the confidentiality of others.						
11. I know how to file a complaint if I have a problem with the program, staff, or volunteers.						
Participant Engagement						
1. I've been asked to be involved in program decision making (i.e. advisory group, agency board member, input on program activities, etc.).						
2. I have seen examples where youth input has led to positive change.						
3. This program helped me explore my interests, talents, and abilities by connecting me to opportunities (i.e. mentoring, volunteering, employment, leadership etc.).						

4. I get to express my culture, religion, heritage, or identity while participating in this program.						
5. This program helped me find mentors I can turn to when I need help.						
6. I have a case manager or staff person I can meet with on a regular basis.						
7. I get time to talk about what I want during case management and/or program activities.						
8. I get to participate in developing my service plan and setting my own goals.						
Overall Program Satisfaction						
1. This program has helped me have a better understanding of my needs.						
2. I feel like the staff in this program care about me, and my needs matter to them.						
3. This program has helped me with my next steps towards achieving my goals.						
4. I feel confident the services I am receiving/have received are what I need.						
5. I would recommend this program to a friend or someone else in need.						
6. I feel ready to exit this housing program and be independent (Housing Programs Only at Exit)						

Please provide any additional comments or thoughts on ways this program could be improved~ <i>Attach more sheets if needed.</i>						
THANK YOU!!!!						
OHY STAFF ONLY	Agency Number _____	Program _____	Survey Number _____	PIT _____	Annual _____	Exit _____